



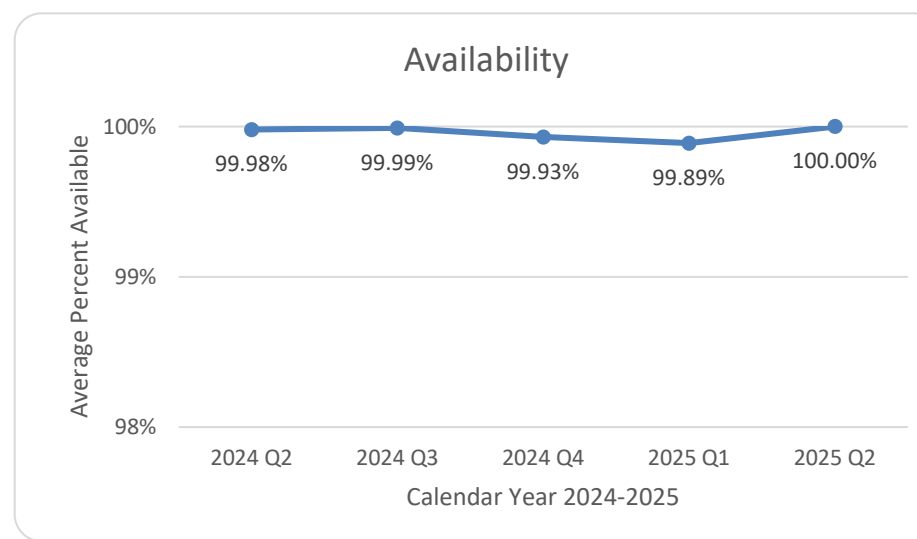
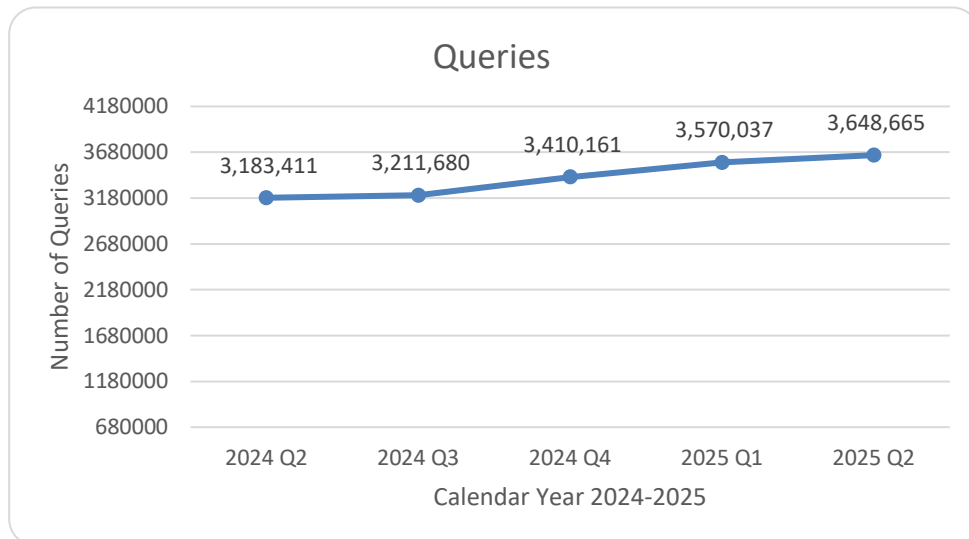
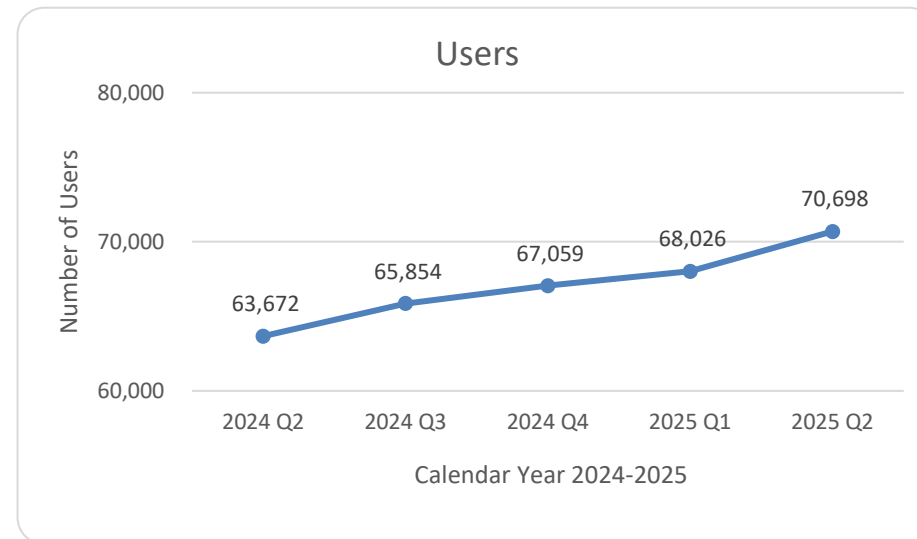
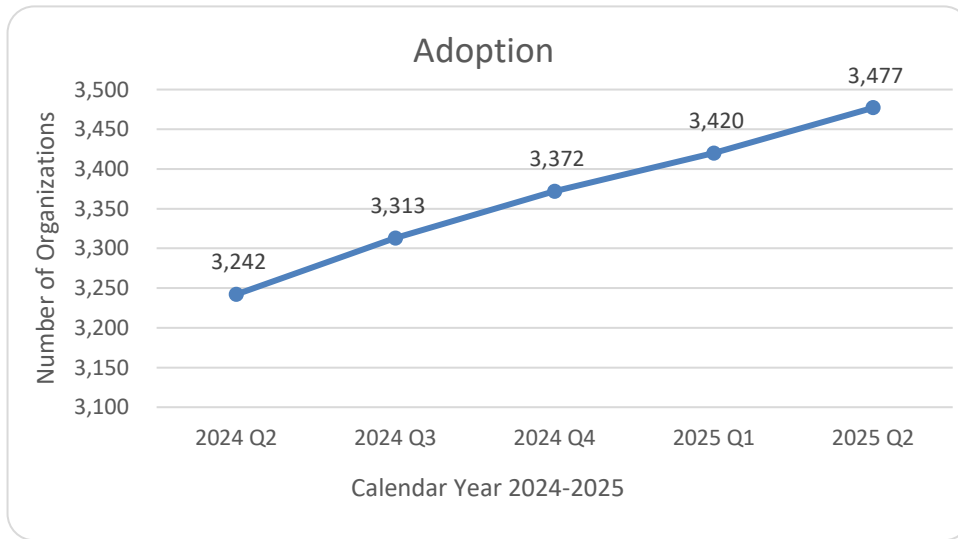
CRISP Quarterly Report

The Chesapeake Regional Information System for our Patients (CRISP), the State-Designated health information exchange (HIE), submits quarterly status reports to the Maryland Health Care Commission (MHCC). The quarterly reports provide updates on the use of HIE services. The MHCC releases quarterly reports to update stakeholders and the public.

At a Glance									
2024 - 2025 ^a									
HIE Category		Quarter 3 (July-Sep)	Quarter 4 (Oct-Dec)	Quarter 1 (Jan- March)	Quarter 2			Quarter Total	Total ^b
					April	May	June		
Participation									
Signed Participation Agreements ^c	Ambulatory	25	20	5	19	5	2	26	2,533
Nursing Facility Connectivity Program ^d (N=225)	Nursing Homes Integration with Real Time Medical Systems	1	1	3	8	1	0	9	166
Point of Care									
Manual Portal Queries		3,208,144	3,410,225	3,552,547	1,255,115	1,221,852	1,153,293	3,630,260	66,727,079
In Context Alerts ^e		5,139,962	5,691,832	6,372,156	2,119,364	1,745,122	2,118,128	5,982,614	234,565,625
Prescription Drug Monitoring Program (PDMP) ^f	Total Views ^f	5,964,413	5,969,778	6,199,466	2,110,381	2,110,855	2,113,257	6,334,493	122,599,883
	In-Context Views ^g	5,483,076	5,498,020	5,719,302	1,948,147	1,965,860	1,966,551	5,880,558	120,161,123
Images Viewed		117,059	125,504	141,476	56,151	52,184	52,734	161,069	1,714,185
Public Health Alerts ^h		12,482	12,995	19,197	8,094	6,871	5,435	20,400	215,908
Care Coordination									
Organizations Live with CEND ⁱ	Ambulatory	486	186	43	20	16	10	46	2,351
	Long Term Care/Post Acute	188	17	5	6	5	11	22	509
	Payers	62	2	3	0	0	0	0	117
	Hospitals	90	5	6	2	2	1	5	229
CEND Notifications ⁱ	Ambulatory	17,477,110	19,728,006	23,370,825	9,292,728	9,130,926	9,013,114	27,436,768	245,673,695
	Long Term Care/Post Acute	862,466	955,664	1,092,742	412,751	398,964	401,157	1,212,872	7,136,248
	Payers	10,401,006	15,032,963	21,109,836	7,671,715	7,695,962	7,130,133	22,497,810	152,057,752
	Hospitals	10,366,315	11,762,821	12,849,275	4,671,992	5,017,560	4,772,084	14,461,636	953,869,565
Secure Text Messages sent ^j		322,893	367,627						8,236,020
Consumer Participation									
Consumer Opt-Outs		193	197	189	76	59	75	210	14,692
Adjusted Maryland Patient Identifiers ^k		4,934,891	5,082,284	5,538,729					5,448,264

Notes:

- a. Quarter data only reflects new numbers for the quarter
- b. The totals are cumulative since service was started
- c. Practices and facilities sign a participation agreement with CRISP in order to query the CRISP Portal; includes participation agreements signed by parent and affiliate organizations
- d. Part of a state health improvement program required by CH790/791 (2021)
- e. User queries delivered in the EHR workflow. InContext Alerts is a microservice that is adaptable for different alert type requirements. All external connections are routed through this service to call individual alert services for data, combine alert types, and respond to the user with all alerts available for a specific patient. We are counting every time a successful call is made and data is available to be delivered to the user. This includes primarily Overdose Alerts, Care Encounters, Care Alerts, Public Health Alerts, and Advance Directives.
- f. Periodic deactivation of 90-day-inactive users accounts may result in lower user totals
- g. PDMP data viewed directly in the user's EHR
- h. Alerts delivered in-context to providers based on patient lists generated by MDH for specific public health diseases
- i. CRISP migrated from ENS to CEND in September 2024. Data prior to September 2024 reflects ENS data. The migration to CEND resulted in increases in organizations live while ENS users were migrated to the new system.
- j. Direct messaging is a secure and encrypted e-mail service that supports electronic communication between physicians, nurse practitioners, physician assistants, and other healthcare providers
- k. This is not a system generated number. CRISP applies a reporting algorithm that takes into consideration reporting anomalies in the data



Notes:

CRISP Portal: A standalone web-based system that contains patient health information from Maryland hospitals and other providers connected to the HIE; information available via the portal includes patient demographics, laboratory results, radiology reports, discharge summaries, operative and consult notes, and medication fill history.

Participation Agreement: Providers sign a participation agreement with CRISP in order to query the CRISP Portal.

Users: Includes all users of CRISP during the quarter from the HIE portal and InContext launches through an EHR.

Queries: Number of searches within the CRISP Portal per quarter.

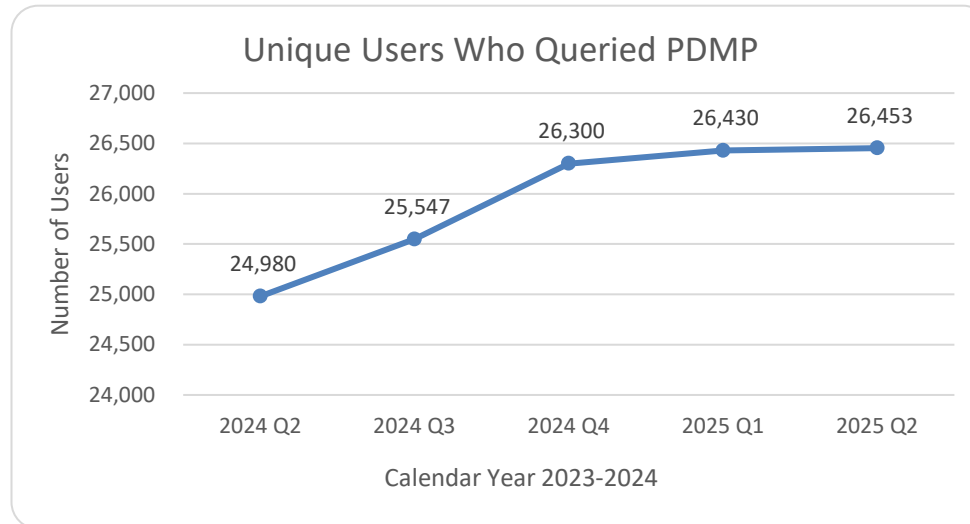
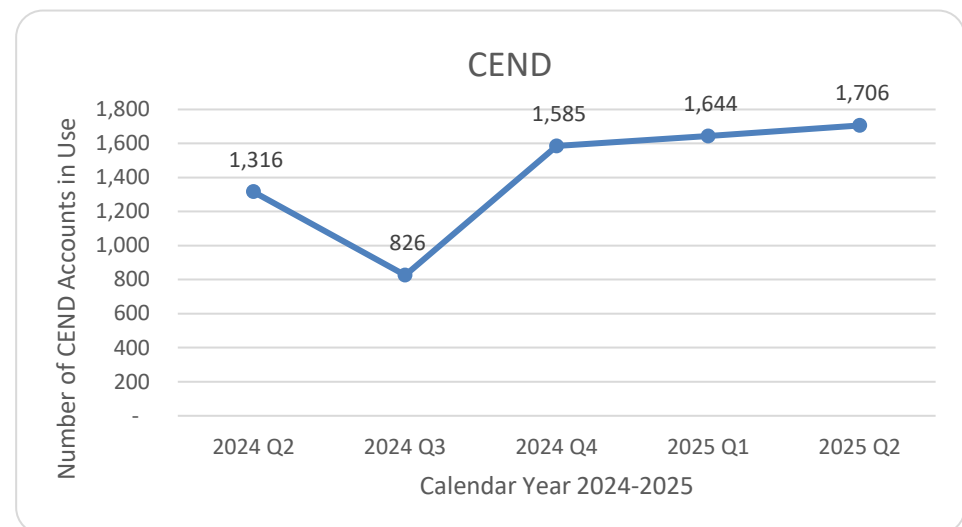
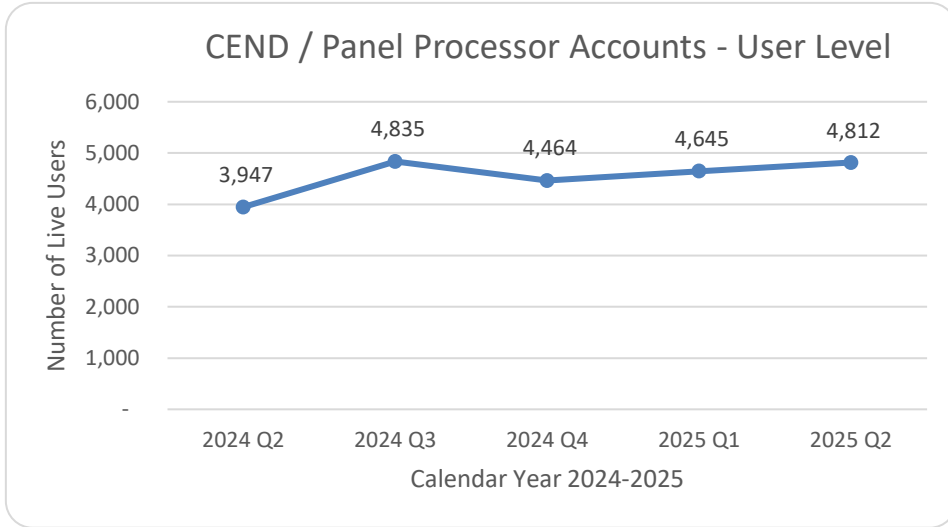
Availability: The percent of hours that the portal is live out of all possible hours in a quarter.

Percent Available: The percent of hours that the portal is available during the quarter.

CRISP Portal Queries by Provider Type											
Calendar Year	2024					2025					
Provider Type	Quarter 3		Quarter 4		Quarter 1		Quarter 2		Total	Quarterly Average	
	#	%	#	%	#	%	#	%	#	#	
Ambulatory	725,513	23%	709,004	22%	750,020	22%	794,365	22%	2,978,902	744,726	
Hospital	2,168,478	68%	2,227,665	69%	2,390,628	70%	2,592,441	71%	9,379,212	2,344,803	
Long Term Care	45,858	1%	47,053	1%	48,692	1%	51,041	1%	192,644	48,161	
Pharmacy	151,170	5%	132,474	4%	123,338	4%	123,781	3%	530,763	132,691	
Payor	78,338	2%	83,769	3%	88,593	3%	82,765	2%	333,465	83,366	
Other	14,054	0%	11,715	0.4%	8,890	0.3%	4,272	0.1%	38,931	9,733	
Total	3,183,411	24%	3,211,680	24%	3,410,161	25%	3,648,665	27%	13,453,917	3,363,479	

Definitions:
CRISP Portal: A standalone web-based system that contains patient health information from Maryland hospitals and other providers connected to the HIE; information available via the portal includes patient demographics, laboratory results, radiology reports, discharge summaries, operative and consult notes, and medication fill history
Queries: Number of searches within the CRISP Portal per quarter
 "Other" includes all account types on Quarter Data tab that are not specifically broken out here.
 "Hospital" includes all queries from HIE Portal where account type is hospital and all queries from Incontext App or ULP SSO (ULP SSO deprecated as of 2023-Q3)

CRISP CEND and PDMP



Notes:

CEND / Panel processor Accounts - User Level: De-duplicated number of users credentialed to receive alerts via the Portal or credentialed to submit panels via Panel Processor

CRISP Event Notification Delivery (CEND): A system that notifies providers when one of their patients has an encounter at a Maryland hospital, which includes patient admission, discharge, and transfer activity. CEND replaced Encounter Notification Services (ENS) in September 2024. There was consolidation and cleanup during the migration that resulted in a decrease in numbers.

CRISP moved from ENS to CEND in September 2024. Data prior to September 2024 reflects ENS.

Prescription Drug Monitoring Program (PDMP): Records of all dispensing of controlled dangerous substances (CDS) available in CRISP query portal; periodic deactivation of 90-day-inactive users accounts may result in lower user totals. Users include prescribers, pharmacists and their delegates.

Unique Users: Inclusive of all unique users who queried the PDMP; prior reporting was limited to users of the web-based portal.